

Service Coordination Levels

Service Coordination is defined by Medicaid policy as the coordination of services to assure that people have access to a full array of needed services, thereby preventing the need for institutionalization or more costly services or interventions. When providing Service Coordination, it is expected that the Service Coordinator actively identify needs and resources, actively coordinate services to meet those needs, and actively monitor those services over time to assure that they continue to be necessary and appropriate. When active and on-going interventions from a Service Coordinator are required in order to access needed services, Level I Service Coordination services will be provided.

For those who do not require the active, ongoing interventions of a Service Coordinator in order to access needed services, SCDDSN provides Level II Service Coordination. Short-term, limited service coordination is provided at this level but there is no annual plan.

According to SCDDSN's Level I/Level II Service Coordination Assessment,
_____ requires Level II Service
Coordination.

This means that:

1. You will be contacted by a Service Coordinator or other provider staff once a year to determine whether there have been changes in address, telephone number, or primary contact person, and to generally determine how you are doing. You will be informed of available service providers and given the opportunity to select another one if you choose to do so.

2. You may contact the Service Coordinator anytime you need assistance:

Service Coordinator: _____

Address: _____

Phone: _____

If the above Service Coordinator is not available, you should ask for the Service Coordination Supervisor.

If you wish to discuss this decision, please contact the above service coordinator. If you wish to appeal this decision, please write or tell the service coordinator or the supervisor that you wish to appeal. They will then tell you about the procedures. You may also have someone make an appeal for you.

SC/EI Date

SC/EI Supervisor Date